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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I want to explain the reasons I've used a mom-and-pop DSL provider for over ten years:

No big-company BS. No 45 minute waits on hold. No call center in India. If I have a problem, I deal directly with the owner/operator of the ISP. No runaround. No escalations. No guessing.

One example:

A few years ago I experienced an outage at 3 am. I called the support line to leave a message, but was shocked to find that it rang through to the ISP owner's cell phone. He already knew about the problem, and was in his car, on his way to the office to investigate the trouble that caused the outage.

Another example:

I had a very difficult to debug, intermittent problem with my DSL modem. Over a period of weeks the owner helped me conduct experiments to narrow down the issue, including shipping me equipment to try out, free of charge. Each interaction with the owner was no more than a quick e-mail exchange or a 5 minute phone call.

In my experience, big telecom companies can't provide this level of service or these kinds of positive experiences. And when they do come close, it's because they're provoked by competition from customer-focused providers like mine.

It's important to keep the mom-and-pop ISP option available. Not everyone has the desire to do business with a big communications company.

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